



UI Tech and Data Control,
TECH AND Modernization

*OUR VISION: We provide
Internal and External
customers with knowledge
and support of UIA's
automated systems.*

MARVIN Phone vs. MiWAM Contact Report

April – June 2015

3rd Quarter 2015

(Fiscal Year)

Total MARVIN Contacts	Calls to MARVIN (Lai Pang)		MiWAM_MARVIN (Executive Dashboard)	
592,451	90,571	15%	501, 880	85%

$$90,571 \div 592,451 = 15\%$$

$$501,880 \div 592,451 = 85\%$$